

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Process for the investigation of allegations of resident neglect and abuse and misappropriation of resident property

The State has in effect the following process for the receipt and timely review and investigation of allegations of neglect and abuse and misappropriation of resident property by a nurse aide or a resident in a nursing facility or by another individual used by the facility in providing services to such a resident.

The state provides a toll-free hotline to receive complaints of abuse, neglect or misappropriation of resident property. The complaint system processes such complaints in a timely manner by assignment to survey and certification staff for investigation and by referral to the appropriate professional licensing board for investigation and action.